

ONLINE RETURN POLICY

Effective as of: 12/13/2025

- 1. RETURNS & EXCHANGES.** For items purchased online, returns and exchanges are accepted within 14 days of the delivery date. To initiate a return or exchange, please contact us at info@ketarchell-hand-crafted-goods-llc.org to obtain a return authorization. Be sure to include the item's order number and your reason for the return or exchange. Returns or exchanges that are shipped without authorization may not be accepted. Please allow up to 7 business days for your refund to be processed once we receive your return or exchange.
- 2. RETURN SHIPPING.** Shipping instructions will be included with your return authorization.
- 3. ELIGIBLE ITEMS.** All items of sale are eligible. and Gift Cards are not eligible for return/exchange. We reserve the right to refuse any return/exchange, at management's discretion, if the item being returned/exchanged does not meet the criteria set forth within this policy.
- 4. CONDITION OF ITEMS.** Except for items that were damaged when purchased, items may be "open box" but must be unused, undamaged, and complete with all original packaging.
- 5. FORM OF PAYMENT.** Refunds, if issued, will be issued in the original form of payment minus shipping and handling fees unless otherwise stated. If the original form of payment is unavailable, store credit may be issued at our discretion.